

# Issuances

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***SUPPLEMENT #A***



# Workforce Issuance

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**100 DCS 18.111**

☒ **Policy**   ☐ **Information**

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** December 22, 2020

**Subject:** **WIOA Eligibility Documentation in a Virtual Environment**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce development partners of acceptable virtual methods to confirm participant eligibility for programs and services.

**Background:** As MassHire moves toward a 21<sup>st</sup> Century Workforce System, programs and services are increasingly delivered in a virtual environment. Additionally, the COVID-19 pandemic has impacted the ability for staff to physically collect documents. Staff may therefore confirm participant eligibility for programs and services through virtual methods.

Confirming participant eligibility through virtual methods will facilitate and expedite enrollment into programs and services necessary to gain skills and training needed to succeed in the labor market and compete in a global economy.

**Policy:** Eligibility for participation in Federal programs must continue to be verified and documented. Eligibility documents may be verified virtually and a copy (printout or screenshot) of the document verified must be included in the participant file.

#### **Verifying Eligibility Documentation via Live Stream**

Staff who view eligibility documentation through live stream (video sharing) must take a screenshot of the documentation viewed. A printout or an electronic copy of a screenshot containing the eligibility document verified must be included in the customer's file.

#### **Emailing Eligibility Documentation**

Eligibility documentation containing Personal Identifying Information (PII) must be emailed via secure email.

Staff must ensure measures are taken to maintain appropriate security and privacy of documents sent electronically for purposes related to program eligibility. Senders of electronic documents must use secure methods when emailing eligibility documents.

Local areas should identify an appropriate secure email service for use with customers to exchange documentation containing PII.

#### **Electronic Signatures**

Participants must still sign documents when required. The use of electronic signatures is allowable. Forms required for signature may be converted into fillable forms with the use of electronic signature software such as AdobeSign, DocuSign, etc.

When fillable forms are not available, staff may have the participant email agreement to the content of the required form. The email must be kept in the participant file.

Staff may not sign required forms on behalf of a participants. Participants must sign all required forms whether electronically or via email consent to the content in the required forms.

#### **Documenting MOSES**

Staff must document the "Notes" section in MOSES when eligibility documentation was viewed via live stream and that either a printout or screen shot of the eligibility document is included in the customer's file.

The action of documenting the MOSES notes will replace the Document Inspection Form found in the WIOA Title I Youth Program and WIOA Title I Adult/DW policies. This form is no longer required to be filled out when

verifying eligibility documents virtually. In all cases staff must update the notes section in MOSES when eligibility documents are verified electronically.

**Action**

**Required:** Please ensure that all managers and appropriate staff are versed in the content of this policy

**Effective:** Immediately

**Inquiries:** Inquiries should be directed to [PolicyQ&A@MassMail.State.MA.US](mailto:PolicyQ&A@MassMail.State.MA.US). Please reference the MassWorkforce Issuance number and subject.



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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**100 DCS 18.101.5**

☒ **Policy**   ☐ **Information**

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Title I Fiscal Officers  
MassHire DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** May 14, 2020

**Subject:** **Eligibility Requirements for WIOA Title I Adult and Dislocated Worker Program**

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**Purpose:** To update MassHire Workforce Boards, MassHire Career Center Operators and other local workforce development partners of Title I Eligibility Requirements under the Workforce Innovation and Opportunity Act (WIOA).

**Background:** The Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

**Policy:** All participant eligibility determinations must be made under the WIOA framework and must follow all WIOA requirements as well as specific requirements described herein.

**Effective:** Immediately

**Policy****Updates:****Sending Eligibility Documents via Secure Email**

Staff must ensure measures are taken to maintain appropriate information security and privacy of documents sent electronically for purposes related to Title I eligibility. Senders of electronic documents must use secure methods when emailing eligibility documents

**Attachment L – Secure Email Setup Instructions**

- Instruction for the Commonwealth of Massachusetts Secure Email Delivery Instructions.

**Attachment F – Eligibility Documentation:**

- Updated to allow verification of eligibility documentation through livestream (video sharing) such as Zoom, WebEX, or Adobe Connects or other virtual media platforms.
- Updated to allow use of electronic signatures on eligibility documentation.

**Attachment J – Inspection Documentation Inspection Form**

- Updated Instructions for use of the form to include verification of eligibility documents presented through livestream.

**References:** Workforce Innovation and Opportunity Act of 2014  
20 CFR Parts 676, 677, 678 & 680

**Action**

**Required:** Please ensure that all managers and appropriate staff are versed in the content of this policy.

**Inquiries:** Inquiries should be directed to [PolicyQ&A@MassMail.State.MA.US](mailto:PolicyQ&A@MassMail.State.MA.US). Please reference the MassWorkforce Issuance number and subject.

**Attachments:** A - Eligibility Criteria  
B - Access to WIOA Services  
C - Priority for Services  
D – Definitions  
E - Selective Service Registration Requirements  
F - Eligibility Documentation (*updated 5/14/2020*)  
G - Alternate Forms of Documentation  
H - Telephone Verification Form

- I - Applicant Statement Form
- J - Documentation Inspection Verification Form (*updated 5/14/2020*)
- K –Tools for Training Justification
- L – Secure Email Setup Instructions (*new 5/14/2020*)
- M - Dislocated Worker Eligibility Documentation Verification Methods  
(*new 7/1/2020*)
- N - COVID19 Dislocated Worker Eligibility Documentation Verification Methods  
(*new 7/1/2020*)

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# MassWorkforce Issuance

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**a. Workforce Issuance No. 07- 77  
Information**

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**Policy** ☒



**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
b. Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Associate Directors  
DCS Field Managers

**cc:** WIA State Partners

**From:** David W. Mackley, Director  
Department of Workforce Development

**Date:** December 3, 2007

**Subject:** **Procedures for Using the Barriers Tab in MOSES**

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**Purpose:** To provide Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners with information on use of the Barriers tab in MOSES.

**Background:** MOSES Build 24, released in June 2007, introduced a change in the way we capture and record information on Barriers faced by customers. Please refer to MassWorkforce Issuance No.07-38, Changes in MOSES Version 24.0 (6/19/07) for specific details on the screen changes.

The Barriers were moved from the Job Seeker Eligibility Criteria Tab and from the Case Plan to a Barriers Tab on the Job Seeker Full Tab so that barriers to employment and notes are located in only one place. Please note that some barriers may be used for determination of WIA Eligibility for some populations and that the same fields may identify barriers that are not determiners of WIA Eligibility for other populations. In either case you should check off the applicable barriers. Those fields whose completion indicates either an Eligibility or Non-Eligibility Barrier are described below.



In order to complete Eligibility Barriers, please refer to WIA Communication No. 05-74; Title I Eligibility Requirements (Revised) (9/29/05). The following information contains examples of acceptable documentation for specific Eligibility Barriers. Please note that the single example for each Eligibility Barrier is not meant to be the only acceptable documentation.

## **ELIGIBILITY BARRIERS**

**The criteria used to make a determination of eligibility and/or to verify eligibility must be provided and the location of this information must be clearly identified in Barrier Notes. Examples are provided below.**

**Eligibility barriers also may be used to identify barriers for customers in cases where eligibility determination is not required. An explanation must be provided in Barrier Notes, although verification is not required.**

### **BELOW GRADE LEVEL**

The **Below Grade Level** Barrier is one of the Barriers that contribute to the Eligibility Barrier of **BASIC SKILLS DEFICIENT**. If the **Below Grade Level** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Below Grade Level**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please put the date the note was created and the initials of the individual who entered the note.

As per WIA Issuance 05-74, **Below Grade Level** can be assessed using a Generally Accepted Standardized Test. If this determination is made based upon test scores these scores will already have been entered into MOSES. The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

Barrier Notes
Below Grade Level: See Test Scores in MOSES. TCART 12/24/07

### **LIMITED ENGLISH PROFICIENCY**

The **Limited English Proficiency** Barrier is one of the Barriers that contribute to the Eligibility Barrier of **BASIC SKILLS DEFICIENT**. If the **Limited English Proficiency** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Limited English Proficiency**)

must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. If the determination is made based upon test scores these scores will already have been entered into MOSES. The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Limited English Proficiency: See Test Scores in MOSES. MB 11/19/07*

The **Limited English Proficiency** Barrier can also be utilized for WIA Adult, Dislocated Worker, and Non-WIA customers as well. However, in these instances the **Limited English Proficiency** Barrier is not a determiner of eligibility. If the **Limited English Proficiency** Barrier is checked off, an explanation must be included in the Barrier Notes. However, Non-Eligibility Barriers do not require verification.

### **DISABILITY**

If the **Disability** Barrier is checked off for a WIA Youth Customer, this signifies that this Barrier is an Eligibility determiner. An explanation must be included on the Barrier Notes. First, the name of the barrier (**Disability**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. As per WIA Issuance 05-74, an Individual with Disabilities (Youth) can be documented using School Records. The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Disability: See documentation in from School in Customer's Case File. MB 11/19/07*

The **Disability** Barrier can also be utilized for WIA Adult, Dislocated Worker, and Non-WIA customers as well. However, in these instances the **Disability** Barrier is not a determiner of eligibility. If the **Disability** Barrier is checked off, an explanation must be included in the Barrier Notes. However, Non-Eligibility Barriers do not require verification.

An example of a Barrier Notes entry would be:

*Disability: Customer completed Career Center Application stating she was Disabled. MB 11/19/07*

### **DISPLACED HOMEMAKER**

**Displaced Homemaker:** If the Below **Displaced Homemaker** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Displaced Homemaker**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. As per WIA Issuance 05-74, **Displaced Homemaker** can be documented using a Divorce Decree. The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Displaced Homemaker: See Divorce Decree in Customer's Case File. MB 11/19/07*

### **FOSTER CHILD**

**Foster Child:** If the **Foster Child** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Foster Child**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. **Foster Child** can be documented by Telephone Verification using the Telephone Verification Form, as per WIA Issuance 05-74. The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Foster Child: See Telephone Verification Form in Customer's Case File. MB 11/19/07*

### **HOMELESS**

**Homeless:** If the Homeless Barrier is checked off for a WIA Youth Customer, this signifies that this Barrier is an Eligibility determiner. If this Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Homeless**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note.

As per WIA Issuance 05-74, **Homeless** can be documented using a Written Statement from an Individual Providing Temporary Residence (Please refer to

WIA Issuance 05-74: Attachment G; Alternative Forms of Documentation and Attachment and Attachment I; Applicant Statement Form). The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Homeless: See Applicant Statement in Customer's Case File. MB 11/19/07*

The **Homeless Barrier** can also be utilized for WIA Adult, Dislocated Worker, and Non-WIA customers as well. However in these instances the **Homeless** Barrier is not a determiner of eligibility. If the **Homeless** Barrier is checked off, an explanation must be included in the Barrier Notes. However, Non-Eligibility Barriers do not require verification.

An example of a Barrier Notes entry would be:

*Homeless: During the intake process the Customer informed the Case Manager that he was Homeless and lacked a permanent address. MB 11/19/07*

## **OFFENDER**

**Offender:** If the **Offender** Barrier is checked off for a WIA Youth Customer, this signifies that this Barrier is an Eligibility determiner. If this Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Offender**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note.

As per WIA Issuance 05-74, **Offender** can be documented using documentation from a cognizant agency. However, for youth we are not requiring the capturing of the Youth's actual offense, only that they are an **Offender**. The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Offender: See Letter from DSS in Customer's Case File. MB 11/19/07*

The **Offender** Barrier can also be utilized for WIA Adult, Dislocated Worker, and Non-WIA customers as well. However, in these instances the **Offender** Barrier is not a determiner of eligibility. If the **Offender** Barrier is checked off, an explanation must be included in the Barrier Notes. However, Non-Eligibility

Barriers do not require verification. An example of this case would be the following:

An example of a Barrier Notes entry would be:

*Offender: During the intake process the Customer informed the Case Manager that she was an Offender. MB 11/19/07*

### **PREGNANT/PARENTING ISSUES**

**Pregnant/Parenting Issues:** If the **Pregnant/Parenting Issues** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Pregnant/Parenting Issues**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note.

As per WIA Issuance 05-74, **Pregnant/Parenting** can be documented using a Statement from Social Services Agency (Department of Transitional Assistance). The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Pregnant/Parenting Issues: See DTA documentation in Customer's Case File. MB 11/19/07*

### **RUNAWAY YOUTH**

**Runaway Youth:** If the **Runaway Youth** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Runaway Youth**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note.

As per WIA Issuance 05-74, **Runaway Youth** can be documented using a Written Statement from an Individual from an Individual Providing Temporary Residence (Please refer to WIA Issuance 05-74: Attachment G; Alternative Forms of Documentation and Attachment and Attachment I; Applicant Statement Form). The note must describe what criteria was used to determine the eligibility and where this information can be located.

An example of a Barrier Notes entry would be:

*Runaway Youth: See Applicant Statement in Customer's Case File. MB 11/19/07*

### **YOUTH REQUIRING ADDITIONAL ASSISTANCE**

**Youth Requiring Additional Assistance**: If the **Youth Requiring Additional Assistance** Eligibility Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**Youth Requiring Additional Assistance**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note.

As per WIA Issuance 05-74, **Youth Requiring Additional Assistance** is a Local Workforce Investment Board (LWIB) Designated Category. The note must state the LWIB Designated Category and the documentation required to verify this category.

An example of a Barrier Notes entry would be:

*Youth Requiring Additional Assistance: LWIB designated Minority Status Cape Verdean. See signed Youth Application in Customers Case File. MB 11/19/07*

### **NON ELIGIBILITY BARRIERS REQUIRED FOR YOUTH**

The following two Non-Eligibility Barriers apply only to Youth Customers. While they are Non-Eligibility Barriers, it is necessary to capture this information in MOSES.

#### **DSS YOUTH**

**DSS Youth**: This Non-Eligibility Barrier for Youth is a sub-set of the **Foster Child** Eligibility Barrier. If the **DSS Youth** Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**DSS**

**Youth**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. **DSS Youth** can be documented by Telephone Verification using the Telephone Verification Form, as per WIA Issuance 05-74.

An example of a Barrier Notes entry would be:

*DSS Youth: See Telephone Verification Form in Customer's Case File (for documentation of Foster Child Eligibility Barrier). MB 11/19/07*

### **DYS YOUTH**

**DYS Youth:** This Non-Eligibility Barrier for Youth is a sub-set of the **Foster Child** Eligibility Barrier. If the **DYS Youth** Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**DYS Youth**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. **DYS Youth** can be documented by Telephone Verification using the Telephone Verification Form, as per WIA Issuance 05-74.

An example of a Barrier Notes entry would be:

*DYS Youth: See Telephone Verification Form in Customer's Case File (for documentation of Foster Child Eligibility Barrier) MB 11/19/07*

### **NON-ELIGIBILITY BARRIERS**

The following is a list of all other Non-Eligibility Barriers:

- Financial
- Health
- Housing
- Labor Market Discrimination
- Lack of Childcare/Eldercare
- Lack of Credentials, Certification, Licensing
- Lack of Marketable/Occupation Skills
- Lack of Self Sufficiency
- Lack of Transportation
- Legal
- Limited Job Search Skills
- Other
- Probation Court Involvement

- Substance Abuse
- Underemployed
- Work History (Limited, Gaps, None, etc)

Please check off all applicable Barriers. If a Barrier is checked off, an explanation must be included in the Barrier Notes. Also, please enter the date the note was created and the initials of the individual who entered the note. Non-Eligibility Barriers do not require verification.

An example of a Barrier Notes entry would be:

*Lack of Transportation: The customer informed the Case Manager during the assessment that she lacked her Drivers License. MB 11/19/07*

## **Action**

**Required:** Please assure that all staff are informed of the contents of this issuance.

**Inquiries:** Questions about data entry for Barriers should be directed to Howard Frim at 617-626-5939 or [hfrim@detma.org](mailto:hfrim@detma.org).





DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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100 DCS 18.101.2

☒ Policy ☐ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
Title I Administrators  
MassHire Career Center Directors  
Title I Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** January 17, 2019

**Subject:** Eligibility Requirements for WIOA Title I Adult and Dislocated Worker Program

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**Purpose:** To notify Local MassHire Workforce Boards, MassHire Career Center Operators and other local workforce development partners of Title I Eligibility Requirements under the Workforce Innovation and Opportunity Act (WIOA) and to add clarity regarding eligibility for individualized and training services.

**Background:** The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

**Policy:** All participant eligibility determinations must be made under the WIOA framework and must follow all WIOA requirements.

**Effective:** Immediately

**Revisions:** Attachment A: Program Eligibility Criteria

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

- Eligibility criteria necessary to access individualized and training services

Attachment B: Access to Career Services

- Guidance on access to career services

Attachment C: Priority of Services

- Added Veterans and eligible spouses to list of WIOA priority group

Attachment D: Definitions

- Added WIOA definition of basic skills deficient

Attachment F: Eligibility Documentation

- Added source documentation for basic skills deficient
- Added instructions pertaining to an individual's knowing and willful failure to register for Selective Service

Attachment K: Tools for Training Justification

- New attachment with list of tools used to justify the need for training

**References:** Workforce Innovation and Opportunity Act of 2014  
20 CFR Parts 676, 677, 678 & 680

**Action**

**Required:** Please ensure that all managers and appropriate staff are familiar with the content of this policy.

**Inquiries:** Inquiries should be directed to [PolicyQ&A@MassMail.State.MA.US](mailto:PolicyQ&A@MassMail.State.MA.US) Please reference the MassWorkforce Issuance number and subject.

**Attachments:**

- A - Eligibility Criteria (Revised)
- B - Access to WIOA Services (Revised)
- C - Priority for Services (Revised)
- D – Definitions (Revised)
- E - Selective Service Registration Requirements
- F - Eligibility Documentation (Revised)
- G - Alternate Forms of Documentation
- H - Telephone Verification Form
- I - Applicant Statement Form
- J - Documentation Inspection Verification Form
- K –Tools for Training Justification (New)

## **ATTACHMENT A**

### **I. PROGRAM ELIGIBILITY**

#### **A. TITLE I - ADULTS**

*Title I –Adult participants must meet each of the following criteria:*

1. Age 18 years of age or older. (WIOA Sec. 3(2))
2. A citizen or national of the United States, lawfully admitted permanent resident alien, refugee, asylee, parolee, or other immigrant authorized by the Attorney General to work in the United States.
3. In compliance with the Military Selective Service Act. (WIOA Sec. 189(h)). This applies to males 18 or older who were born on or after January 1, 1960.

#### **B. TITLE I - DISLOCATED WORKERS**

*Title I –Dislocated Worker participants must meet each of the following criteria:*

1. A citizen or national of the United States, lawfully admitted permanent resident alien, refugee, asylee, parolee, or other immigrant authorized by the Attorney General to work in the United States.
2. In compliance with the Military Selective Service Act (WIOA Sec. 189(h)). This applies to males 18 or older who were born on or after January 1, 1960.
3. Must meet the criteria for the WIOA definition of Dislocated Worker (please refer to Attachment D).

### **II. ELIGIBILITY for SERVICES**

Individualized and training services using the Adult funding stream must be provided in accordance with WIOA and locally established Priority. Please refer to MassWorkforce Issuance 100 DCS 08.116 Priority of Service for Job Seekers.

### **III. WIOA ADULT SERVICE PRIORITY for INDIVIDUALIZED CAREER SERVICES and TRAINING SERVICES**

Individualized career services and training services using the WIOA Adult funding stream must be provided on a priority basis, regardless of funding levels, to:

- public assistance recipients;

- other low-income adults; and
- individuals who are basic skills deficient. (note: income eligibility does not apply to individuals who have been determined to be basic skills deficient)

Veterans and eligible spouses continue to receive priority of service for all federal and state-funded job-training programs, which include WIOA programs.

Documentation of the priority must be kept in the case file. Please refer to Attachment F of this policy for acceptable source documentation for priority of service.

#### **IV. LOCAL INVESTMENTS IN TRAINING SERVICES**

Local Boards determine training service investments based upon an analysis of the employment needs of the employers in current and emerging in-demand industry sectors and occupations and the needs of the area's labor force.

## ATTACHMENT D

### DEFINITIONS

**ADULT** – an individual who is 18 years or older at the time of application.

**BASIC SKILLS DEFICIENT** – Massachusetts defines basic skills deficient as a youth or an adult that has English, writing or computation skills at or below 8.9 grade level or an English Language Learner. An individual that meets one or more of the following criteria is also considered basic skills deficient:

- Lack of a high school diploma or high school equivalent and is not enrolled in secondary education
- Enrolled in a Title II Adult Education/Literacy program
- Lack of basic computer literacy or basic financial literacy skills

**Important note:** Individuals lacking soft skills or job-specific skills related to a particular training or occupation may not qualify as basic skill deficient.

**CO-ENROLLMENT** – individuals may be co-enrolled in multiple programs, as appropriate, in accordance with each program's eligibility requirements. Examples include but are not limited to: Trade/Dislocated Worker; Title I Dislocated Worker/Dislocated Worker Grant.

**CONCURRENT ENROLLMENT**– eligible individuals who are 18 through 24 years old may participate in adult and youth programs concurrently. Such individuals must be eligible under the youth or adult eligibility criteria applicable for the services received. (Sec. 681.430)

**DISLOCATED WORKER** - an individual who:

- (A) (i) has been terminated or laid off, or who has received a notice of termination or layoff, from employment;
- (ii) (I) is eligible for, or has exhausted entitlement to, unemployment compensation; or
- (II) has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
- (iii) is unlikely to return to a previous industry or occupation;
- (B) (i) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
- (ii) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
- (iii) for purposes of eligibility to receive services other than training services described in §134(c)(3), career services described in §134(d)(3), (c)(2)(A)(xii) or

- supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;
- (C) was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
  - (D) is a displaced homemaker.
  - (E) (i) is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or a permanent change in duty station of such member; or
    - (ii) is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in (16)(B) (*displaced homemaker*).

**DISPLACED HOMEMAKER** – an individual who has been providing unpaid services to family members in the home and who;

- (A) (i) has been dependent on the income of another family member but is no longer supported by that income, **or**
  - (ii) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; and
- (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

**EEO DATA** – Equal Employment Opportunity information on race and ethnicity, age, sex, and disability required by regulations implementing section 188 of WIOA governing non-discrimination. (sec. 683.285)

**FAMILY** - two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- (A) a husband, wife, and dependent children,
- (B) a parent or guardian and dependent children,
- (C) a husband and wife

Please Note:

- Consistent with the policy of the Department of Labor, ETA's policy is to recognize all marriages (including same-sex marriages) that are lawfully entered in the state of celebration. (ETA TEGL 26-13)

- Interpreting “husband” and “wife” should be applied in a gender-neutral manner in the definition of “family”. (ETA TEGL 26-13)
- Interpretation of “family” includes same sex spouses. (ETA TEGL 26-13)

**HOMELESS** - pursuant to the Stewart B. McKinney Homeless Act, an individual who lacks a fixed, regular, and adequate nighttime residence. It also includes persons whose primary nighttime residence is either:

- (A) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill),
- (B) an institution that provides a temporary residence for individuals intended to be institutionalized, or
- (C) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodations for human being.

**INDIVIDUAL** – A person not meeting the definition of a member of a family is considered to be an individual (often referred to as a family of one). The definition of individual may cover a person with a disability or a state custody individual.

**INDIVIDUAL WITH A BARRIER TO EMPLOYMENT** — the term “individual with a barrier to employment” means a member of 1 or more of the following populations:

- (A) Displaced homemakers.
- (B) Low-income individuals.
- (C) Indians, Alaska Natives, and Native Hawaiians, as such terms defined in section 166.
- (D) Individuals with disabilities, including youth who are individuals with disabilities.
- (E) Older individuals.
- (F) Ex-offenders.
- (G) Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))).
- (H) Youth who are in or have aged out of the foster care system.
- (I) Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
- (J) Eligible migrant and seasonal farmworkers, as defined in section 167(i).
- (K) Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).
- (L) Single parents (including single pregnant women).
- (M) Long-term unemployed individuals.
- (N) Such other groups as the Governor involved determines to have barriers to employment.

**INDIVIDUAL WITH A DISABILITY** — IN GENERAL — The term “individual with a disability” means an individual with a disability as defined in section 3 of the Americans with Disabilities Act of 1990. (42 U.S.C. 12102).

**LOWER LIVING STANDARD INCOME LEVEL** – the income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the secretary. §101(24).

**LOW-INCOME INDIVIDUAL – IN GENERAL** — The term “low-income individual” means an individual who —

- (i) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;
- (ii) is in a family with total family income that does not exceed the higher of —
  - (I) the poverty line; or
  - (II) 70 percent of the lower living standard income level;
- (iii) is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));
- (iv) receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
- (v) is a foster child on behalf of whom State or local government payments are made; or
- (vi) is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

**OFFENDER** – this term refers to an adult or juvenile—

- (A) who is or has been subject to any stage of the criminal justice process, and for whom services under this Act may be beneficial; or
- (B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

**OLDER INDIVIDUAL** – an individual age 55 or older.

**ON THE JOB TRAINING (OJT)** – OJT is provided under a contract with an employer in the public, private nonprofit, or private sector. Through the OJT contract, occupational training is provided for the WIOA participant in exchange for the reimbursement, typically up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and supervision related to the training. In limited circumstances, as provided in WIOA sec. 134(c)(3)(h) and § 680.730, the reimbursement may be up to 75 percent of the wage rate of the participant. Massachusetts has been approved for a WIOA waiver that permits OJT reimbursement to small employers (under 50 employees) up to 90 percent of the wage rate of the participant. Local boards who wish to utilize the 75 percent or 90 percent reimbursement rate must establish parameters through local policy.



**PARTICIPANT** – an individual who has been determined to be eligible to participate in and who is receiving services (except follow-up). Participation shall be deemed to commence on the first day, following determination of eligibility, on which the individual began receiving WIOA Title I staff-assisted services beyond self-service or informational services.

**POVERTY LINE** – as defined by the Office of Management and Budget and revised annually in accordance with section 673 (2) of the Community Services Block Grant Act [42 U.S.C. 9902 (2)] applicable to a family of the size involved.

**PUBLIC ASSISTANCE** – Federal, State or local government cash payments for which eligibility is determined by a needs or income test.

**REGISTRATION (for Title I)** - the process of collecting information necessary to make a determination of eligibility for Title I. Adults and dislocated workers who receive services funded under Title I other than self-service or informational activities, and certain staff-assisted core services must be registered for Title I and determined eligible. EEO data must be collected on individuals during the registration process. (Sec. 680.110)

Please Note

- The term registration may also be used by different partners to refer to registration in their respective programs. Most jobseekers at a One-Stop Career Center will be registered on the statewide MOSES tracking system. Eligibility determination for Title I may occur at initial registration or at any subsequent point prior to the receipt of Title I participant services.
- Adults and dislocated workers do not have to be registered and determined eligible for Title I in order to make use of informational and self-service basic career services that are offered universally to One-Stop Career Center customers.

**SUPPORTIVE SERVICES** – The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

**SELF-SUFFICIENCY** – The local board must set the criteria for determining whether employment leads to self-sufficiency. At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the lower living standard income level. Self-sufficiency for a dislocated worker may be defined in relation to a percentage of the layoff wage. (Sec. 680.210)

**STATE CUSTODY YOUTH** - For the purpose of WIOA eligibility, this definition applies to an adolescent between the ages of fourteen and twenty-one (14 and 21) who is court ordered into substitute care under the legal responsibility of the Commonwealth of Massachusetts through its Executive Office of Health and Human Services agencies, including the Departments of Social Services (DSS), and Youth Services (DYS). It includes “children in need of protection” and “delinquent children” as prescribed by the General Court of Massachusetts and codified in

Massachusetts General Law Chapters 119 and 120 and by extension the Code of Massachusetts Regulations parts 109 & 110. The term “substitute care” means the provision of planned, temporary twenty-four hour a day care when the parent or principal caretaker is unable or unavailable to provide care on a daily basis. “Substitute care” encompasses the provision of foster care, community residential care and supervised independent living (MGL 119, section 23 & 110 CMR 2.00(49)). It also includes detention, secure facility and shelter care (MGL 119 section 68B; & 109 CMR 2.00). The definition of state custody youth includes children who are:

- A. placed in the custody of the Commonwealth of Massachusetts through a court order; and
- B. state custody youth whose service plan includes the provisions of a liberty under supervision agreement Grant of Conditional Liberty (MGL 120 Section 6, 109 CMR 08).

**UNEMPLOYED INDIVIDUAL** - means an individual who is without a job and who wants and is available for work. The determination of whether an individual is without a job, for purposes of this definition shall be made in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as unemployed.

**VETERAN –**

(A) means a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable according to 101 of title 38, United States Code.

(B) **RECENTLY SEPARATED VETERAN** — The term “recently separated Veteran” means any Veteran who applies for participation under this Act within 48 months after the discharge or release from active military, naval, or air service.

ATTACHMENT F  
ELIGIBILITY DOCUMENTATION

ELIGIBILITY CRITERIA	SOURCES OF DOCUMENTATION (Only one of the following is required for each criterion. See also alternate forms.)
<b>GENERAL ELIGIBILITY – Required for adults and dislocated workers</b>	
Birth Date/Age	<ol style="list-style-type: none"> <li>1. Baptismal Record</li> <li>2. Birth Certificate</li> <li>3. DD-214, Report of Transfer or Discharge Paper</li> <li>4. Driver's License (with Photo and Date of Birth)</li> <li>5. Federal, State or Local Government Identification Card that includes a birth date</li> <li>6. Selective Service Card</li> <li>7. Hospital Record of Birth</li> <li>8. Passport (as long as the passport includes the date of birth)</li> <li>9. Public Assistance/Social Service Records</li> <li>10. School Records/Identification Card</li> <li>11. Letter from Commonwealth of Massachusetts EOHHS Agency (for Foster Child and State Custody Youth, only)</li> <li>12. Unexpired Alien Registration Card/Documents indicating authorization to work in the United States I-179, I-197, I-551, I-688, I-688A, I-688B, I-766, Certificate of Naturalization (Form N-565 or N-570) I-94 Arrival/Departure Form</li> </ol>
U.S. Citizenship or Authorization to Work in the United States if a non-U.S. Citizen**	<ol style="list-style-type: none"> <li>1. U.S. Baptismal Certificate (if place of birth is shown)</li> <li>2. U.S. Birth Certificate</li> <li>3. U.S. Hospital Record of Birth</li> <li>4. U.S. Passport (either current or expired)</li> <li>5. Certificate of Naturalization (Form N-565 or N-570)</li> <li>6. Unexpired Alien Registration Card/Documents indicating authorization to work in the United States (INS Forms I-179, I-197, I-327, I-551, I-571, I-688, I-688A, I-688B, I-766, an unexpired I-94 Arrival/Departure form that includes an endorsement (stamped) of the individual's status as authorized to work in the United States when accompanied with an unexpired temporary foreign passport that has the same name as the I-94, an unexpired temporary foreign passport stamped with an I-155 Work Authorization stamp</li> <li>7. Letter from Commonwealth of Massachusetts EOHHS Agency (for Foster Child and State Custody Youth, only)</li> <li>8. Native American Tribal document</li> </ol>
Selective Service Registrant*	<ol style="list-style-type: none"> <li>1. DD-214, Report of Transfer or Discharge</li> <li>2. Selective Service Advisory Opinion Letter (not used after Jan., 1995)</li> </ol>

	3. Selective Service Online Verification at <a href="http://www.sss.gov">http://www.sss.gov</a> (printout) 4. Selective Service Registration Acknowledgement Card 5. Selective Service Status Information Letter 6. Selective Service Registration Record (Form 3A) 7. Stamped Post Office Receipt of Registration 8. Certificate of Naturalization (Form N-565 or N-570; indicates compliance with all Selective Service requirements) 9. U.S. Passport (for non-U.S. born customers, only)
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*\*Online verification is available for men born on or after 12\31\59. Men between the ages of 18-26 who have not registered should be referred to SSS for registration prior to enrollment in WIOA Title I. Registration may be completed online at the web site.*

*An individual's legal right to work in the United States may be documented using the Social Security Card (unless the card says that it is not valid for employment) AND Driver's License or other government issued picture ID containing a photograph or information such as name, date of birth, gender, height, eye color and address. The SS Card establishes work authorization and the identification establishes identity (and that the SS Card belongs to the person).*

*Pursuant to the USDOL policy that final decisions for disbursing federally financed domestic benefits, services, rights, or training, rests solely with the provider agencies that disburse them, the local Title I operator is responsible for determining if an individual seeking services under Title I meets Selective Service requirements. As such, the Title I operator must determine for any Title I applicant who was required to register with Selective Service and failed to do so, whether that failure was knowing or willful. It is the responsibility of the individual to demonstrate that such failure to register was not knowing or willful. If the Title I operator determines it was not knowing and willful failure and the individual is otherwise eligible, services may be provided. If the Title I operator determines that evidence shows that the individual's failure to register was knowing and willful, WIOA services must be denied. Individuals denied services must be advised of available WIOA grievance procedures. Title I operators must keep documentation related to evidence presented in determination related to Selective Service.*

*Reference: Department of Labor Employment and Training Administration. Training and Employment Guidance Letter No. 11-11, CHANGE 2*

ECONOMIC ELIGIBILITY	
Cash Public Assistance	<ol style="list-style-type: none"> <li>1. Copy of Authorization to Receive Cash Public Assistance</li> <li>2. Copy of Public Assistance Check</li> <li>3. Medical Card showing Cash Grant Status</li> <li>4. Public Assistance Identification Card showing Cash Grant Status</li> <li>5. Public Assistance Records/Printout/Master File</li> </ol>
<p><b>NOTE:</b> The listed items of documentation are acceptable for any individual listed on grant.</p>	
Individual/Family Income	<ol style="list-style-type: none"> <li>1. Alimony Agreement</li> <li>2. Award letter from Veterans Administration</li> <li>3. Bank Statements (Direct Deposits)</li> <li>4. Compensation Award Letter</li> <li>5. Court Award Letter</li> <li>6. Employer Statement/Contact</li> <li>7. Business Financial Records</li> <li>8. Housing Authority Verification (must include dates of occupancy)</li> <li>9. Pay Stubs</li> <li>10. Pension Statement</li> <li>11. Quarterly Estimated Tax for Self-Employed Persons</li> <li>12. Social Security Benefits</li> <li>13. Unemployment Insurance Documents</li> <li>14. Written statement from other Federal, State or Local agency</li> <li>15. Applicant Statement if no other forms of documentation are available – must be supported with a corroborative contact or reliable witness (see Attachment G instruction)</li> <li>16. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> <li>17. Document Inspection if provided document cannot be legally photocopied (see Attachment G instruction)</li> </ol>

Individual Status/Family Size	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. Decree of Court</li> <li>3. Disabled (See "Individuals with Disabilities" below)</li> <li>4. Divorce Decree</li> <li>5. Lease or Landlord Statement</li> <li>6. Marriage Certificate</li> <li>8. Medical Card</li> <li>9. Public Assistance/Social Service/Public Housing Agency Records</li> <li>10. Letter from Commonwealth of Massachusetts EOHHS Agency (for Foster Child and State Custody Youth, only)</li> <li>11. Applicant Statement if no other forms of documentation are available – must be supported with a corroborative contact or reliable witness (see Attachment G instruction)</li> <li>12. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> <li>13. Document Inspection if provided document cannot be legally photocopied (see Attachment G instruction)</li> </ol>
Supplemental Nutrition Assistance Program (SNAP)	<ol style="list-style-type: none"> <li>1. Current Authorization to obtain SNAP</li> <li>2. Current SNAP receipt</li> <li>3. SNAP Card with Current Date</li> <li>4. Postmarked SNAP Mailer with Applicable Name and Address</li> <li>5. Public Assistance Records\Printout</li> </ol>
Homeless (Income verification not required)	<ol style="list-style-type: none"> <li>1. Written Statement from an Individual Providing Temporary Residence</li> <li>2. Written Statement from Shelter/Social Service Agency</li> <li>3. Letter from Commonwealth of Massachusetts EOHHS Agency (for Foster Individual and State Custody Individual, only)</li> <li>4. Applicant Statement if no other forms of documentation are available – must be supported with a corroborative contact or reliable witness (see Attachment G instruction)</li> <li>5. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> <li>6. Document Inspection if provided document cannot be legally photocopied (see Attachment G instruction)</li> </ol>
Supported Foster Individual – up to age 21 (Income verification not required)	<ol style="list-style-type: none"> <li>1. Court Contact</li> <li>2. Court Documentation</li> <li>3. Medical Card</li> <li>4. Verification of Payments made on Behalf of the Child</li> <li>5. Written Statement from State\Local Agency</li> <li>6. Letter from Commonwealth of Massachusetts EOHHS Agency</li> <li>7. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> <li>8. Document Inspection if provided document cannot be legally photocopied (see Attachment G instruction)</li> </ol>

Individual with Disabilities (Customer's own income must be considered)	<ol style="list-style-type: none"> <li>1. Letter from Drug or Alcohol Rehabilitation Agency</li> <li>2. Letter from Child Study Team Stating Specific Eligibility</li> <li>3. Medical Records</li> <li>4. Observable Condition</li> <li>5. Physician Statement</li> <li>6. Psychiatrist's/Psychologist's Diagnosis</li> <li>7. Rehabilitation Evaluation</li> <li>8. School Records</li> <li>9. Sheltered Workshop Certification</li> <li>10. Social Service Records\Referral</li> <li>11. Social Security Administration Disability or Veterans Admin. Records</li> <li>12. Vocational Rehabilitation Letter</li> <li>13. Workers Compensation Record</li> <li>14. Applicant Statement if no other forms of documentation are available – must be supported with a corroborative contact or reliable witness (see Attachment G instruction)</li> <li>15. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> <li>16. Document Inspection if provided document cannot be legally photocopied (see Attachment G instruction)</li> </ol>
Offender (Customer's own income must be considered)	<ol style="list-style-type: none"> <li>1. Court Contact</li> <li>2. Court Documentation</li> <li>3. Medical Card</li> <li>4. Verification of Payments made on Behalf of the Child</li> <li>5. Written Statement from State\Local Agency</li> <li>6. Letter from Commonwealth of Massachusetts EOHHS</li> <li>7. Agency Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> <li>8. Document Inspection if provided document cannot be legally photocopied (see Attachment G instruction)</li> </ol>

ADULT PRIORITY OF SERVICE	
ELIGIBILITY CRITERIA	ACCEPTABLE DOCUMENTATION
Veterans and eligible spouses	<ol style="list-style-type: none"> <li>1. DD-214</li> <li>2. DOD Letter</li> <li>3. Letter from the Service Members Current Command</li> <li>4. Military Identification Card for Member or Spouse Currently on Active Duty</li> <li>5. National Guard Report of Separation and Record of Service</li> <li>6. Military Orders</li> <li>7. Veterans Administration letter or records</li> </ol>
Public Assistance	<ol style="list-style-type: none"> <li>1. Copy of Authorization to Receive Cash Public Assistance</li> <li>2. Copy of Public Assistance Check</li> <li>3. Medical Card showing Cash Grant Status</li> <li>4. Public Assistance Identification Card showing Cash Grant Status</li> <li>5. Public Assistance Records/Printout/Master File</li> </ol>
Other Low-Income individuals (For Low-Income also see Economic Eligibility above.)	<ol style="list-style-type: none"> <li>1. Alimony Agreement</li> <li>2. Award letter from Veterans Administration</li> <li>3. Bank Statements (Direct Deposits)</li> <li>4. Compensation Award Letter</li> <li>5. Court Award Letter</li> <li>6. Employer Statement/Contact</li> <li>7. Business Financial Records</li> <li>8. Housing Authority Verification (must include dates of occupancy)</li> <li>9. Pay Stubs</li> <li>10. Pension Statement</li> <li>11. Quarterly Estimated Tax for Self-Employed Persons</li> <li>12. Social Security Benefits</li> <li>13. Unemployment Insurance Documents</li> <li>14. Written statement from other Federal, State or Local agency</li> <li>15. Applicant Statement if no other forms of documentation are available – must be supported with a corroborative contact or reliable witness (see Attachment G instruction)</li> <li>16. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)</li> </ol> <p>Document Inspection is permissible if provided document cannot be legally photocopied (see Attachment G instruction)</p>
Basic Skill Deficient	
Youth or Adult who tests at or below 8.9 grade level in English, reading, writing, or computing skills.	<ol style="list-style-type: none"> <li>1. Assessment tools listed on the National Reporting System (NRS) listing. Including the following: <ul style="list-style-type: none"> <li>• Test of Adult Basic Education (TABE) 9-10</li> <li>• Test of Adult Basic Education (TABE) 11-12</li> <li>• Test of Adult Basic Education (TABE) CLAS – E</li> </ul> </li> </ol>



	<ul style="list-style-type: none"> <li>• Comprehensive Adult Student Assessment System (CASAS)</li> <li>• Wonderlic General Assessment of Instructional Needs (GAIN)</li> <li>• Massachusetts Adult Proficiency Test (MAPT)</li> <li>• Basic English Skills Test (BEST) Plus</li> </ul> <p>For complete listing of NRS Test Benchmarks for Educational Functioning Levels visit: <a href="https://nrsweb.org/resources/nrs-test-benchmarks-educational-functioning-levels-efl-updated-feb-2018">https://nrsweb.org/resources/nrs-test-benchmarks-educational-functioning-levels-efl-updated-feb-2018</a></p> <p>2. ACT WorkKeys Placement Quiz or Exam along with Crosswalk to US DOL EFL Descriptors, TABE, CASAS</p> <p>Link to crosswalk found here: <a href="https://www.mass.gov/service-details/workkeys-assessment-crosswalk-tools">https://www.mass.gov/service-details/workkeys-assessment-crosswalk-tools</a></p> <p><b>Note: Documentation must include test name, date taken and grade level or score.</b></p>
English Language Learner	<ol style="list-style-type: none"> <li>1. Basic English Skills Test (BEST) Literacy</li> <li>2. Referral or verification from or Records from Title II Adult Education Program</li> <li>3. Letter from School Official on School Letterhead</li> <li>4. Statement from Recognized Community Based Organization</li> </ol>
Lacks high school diploma or equivalent and not enrolled in secondary education	<ol style="list-style-type: none"> <li>1. School Records (Transcripts or Report Cards)</li> <li>2. Letter from School Official on School Letterhead</li> <li>3. Verification from School District Student Records Department</li> </ol>
Enrolled in a Title II Adult Education/Literacy program	<ol style="list-style-type: none"> <li>1. Referral or verification from Title II Adult Education Program</li> <li>2. Referral or verification from Adult Community Learning Services Staff</li> </ol>
Lacks basic computer literacy or basic financial literacy skills	<ol style="list-style-type: none"> <li>1. Formalized Testing Instruments</li> <li>2. Documented Interviews</li> </ol>

DISLOCATED WORKERS	
ELIGIBILITY CRITERIA	ACCEPTABLE DOCUMENTATION
(A)	
(i) terminated, laid-off or received notice and	<ol style="list-style-type: none"> <li>1. Unemployment Insurance (UI) records</li> <li>2. Referral from Rapid Response</li> <li>3. Notice of Ineligibility for Unemployment Insurance</li> </ol>
(ii) (I) is eligible for, or has exhausted entitlement to, UI benefits; or	<ol style="list-style-type: none"> <li>4. Profiled Customer/Referral Form</li> <li>5. Documentation from former employer, including telephone verification of employment and layoff status</li> </ol>
(II) has been employed but is not eligible for UI due to insufficient earnings or were not	<ol style="list-style-type: none"> <li>6. Pay stubs (accept only with 1, 2, 3, 4 or 5, above)</li> <li>7. W2 records (accept only with 1, 2, 3, 4 or 5, above)</li> <li>8. Tax return (accept only with 1, 2, 3, 4 or 5, above)</li> </ol>

covered under UI, and (iii) is unlikely to return to a previous industry or occupation	
(B) (i) is terminated, laid-off or received notice as a result of permanent closure or substantial layoff (ii) is employed at a facility that has announced plans to close within in 180 days; or (iii) for purposes of receiving services, is employed at a facility that has announced plans to close	1. Letter from company (must list customer name and date of layoff if only form of documentation presented) 2. WARN Notice with recent pay stub 3. Newspaper article with recent pay stub 4. Documentation from employer, including telephone verification or employment and layoff status. 5. Unemployment Insurance (UI) records 6. Profiled Customer/Referral Form 7. Referral from Rapid Response 8. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)
(C) was self-employed but is unemployed due to general economic conditions or because of natural disaster	1. Document indicating business closure 2. Business Tax documents or returns 3. News article or other written announcement of business closure (use only with 2 or 4) 4. Business license (use only with 1, 2, or 3 , above) 5. Telephone verification if other forms of documentation are not readily available (see Attachment G instruction)
(D) is a displaced homemaker who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income, and is unemployed or under employed and is experiencing difficulty in obtaining or upgrading employment.	1. Tax returns 2. Social Security documents 3. Death notice and/or certificate (with applicant statement and/or other proof of income status such as 1, 2, 4, 5 or 6) 4. Divorce decree (with applicant statement and/or other proof of income status such as 1, 2, or 5) 5. Public assistance records/UI records 6. documenting of divorce filing (with applicant statement and/or other proof of income status such as 1, 2, or 5)

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Eligibility Requirements for WIOA Title I Adult and Dislocated Worker Program

Issuance: 100 DCS 18.101.2 Issued: 01/17/2019 [Policy Q&A](#)

18-101.2A: [Eligibility Criteria](#) (Revised)

18-101.2B: [Access to WIOA Services](#) (Revised)

18-101.2C: [Priority for Services](#) (Revised)

18-101.2D: [Definitions](#) (Revised)

18-101.2E: [Selective Service Registration Requirements](#)

18-101.2F: [Eligibility Documentation](#) (Revised)

18-101.2G: [Alternate Forms of Documentation](#)

18-101.2H: [Telephone Verification Form](#)

18-101.2I: [Applicant Statement Form](#)

18-101.2J: [Documentation Inspection Verification Form](#)

18-101.2K: [Tools for Training Justification](#) (New)

<https://www.mass.gov/service-details/massworkforce-wioa-wioa-policy-issuances>

WIOA and National Disability Workers Documentation

FY'23 WIOA & NDWG Eligibility Documentation Checklist					
Last Name		First Name			
MOSES ID #		Phone #			
<input type="checkbox"/> Adult Enroll Date:		<input type="checkbox"/> Dis. Worker Enroll Date:		<input type="checkbox"/> NDWG -COVID-19 Enroll Date:	
Item	Date Verif	Document	Item	Date Verif	Document
Birth Date/ Age		Birth Certificate- Puerto Rico 7-1-10	Dislocated Worker		UI Verification-w/wages
		Driver's License w/ photo & DOB			Referral from Rapid Rspnse
		Fed/State ID w/DOB or Passport			Notice of Inelig of UI
		DD-214 Papers w/place of birth			Profiled Customer/Referral
		Select/Ser Card			Docum. former employ w/verfic of employ and layoff status
		Hospital Record DOB			Pay stubs with doc above
		Employment Authorization card			WARN NOTICE-w/recent pay stub
		School Rec w/DOB			Tax return with doc above
		Letter EOHHS Agency			Newspaper aticle of plant closing with pay stub
		Public Asst/Social Service Records			Document indicating business closure
		Unexpired Alien I.D. Card and Authorized to work in USA			Business Tax Document or Returns
		Naturalization Certificate			News Article or other written ammouncement of business closure
		Baptismal Rc w/date	Self employed but unemployed due to economic conditions		Business License
Citizenship Alien Status/ Authorization to work				Telephone verification	
				Taxes returns	
				Social Security Documents	
			Death notice and/or certificate (with applicant statement and/or other proof of income status		
			Public assistance records/UI records		
			Documenting of divorce filing with applicant statement and/or other proof of income status.		
			UI Verification-w/wages		
Military Selective Service		DD-214 Trsfer or Discharge	Displaced Homemaker		Employer Letter w/laid off date due to COVID-19
		SS Advisory Opinion Letter (not used after Jan 1995)			WIOA Membership form for Long Term unemployment
		SS On-Line Verification-print out			Self employed /Pandemic Unemployment Assistance
		SS Reg acknowlede card			
		SS Status Info Letter	NDWG COVID-19		
		SS Record (Form 3A)			
		Stamped Post office receipt			
		Naturalization Cert(indicates compliance)-Insp Form G		Staff Signature:	
		U.S. Passport (for non-US born customers only)		Eligibility Reviewer Signature:	
		NOT APPLICABLE			

